

JOB DESCRIPTION

Title	Housekeeping Team Leader
Based at	Hotel Give, 12 Hereford Street
Reports to	Housekeeping Leader
Direct Reports	Housekeepers
Works with (internal)	Housekeeping Leader & Supervisor Hotel Give Manager Reception team Bookings Officer Maintenance team Elevate Fitness team
Works with (external)	Guests, members, programme participants and facility users Contractors and suppliers
Term of Employment	Hotel Give is a 365/24/7 business, and the housekeepers must be prepared to work shifts, including evenings, weekends and public holidays as required by the roster.
Mission	Making a positive difference every day
Job Purpose	To assist the Housekeeping Leader in all tasks and duties and to lead the housekeeping team, providing high quality cleaning services across the Hereford Street site in order to offer a safe and welcoming environment to guests and staff. To supervise and direct the housekeeping team to ensure a high level of service to external and internal customers in a manner which reflects The Kind Foundation core values.

Overview of Hotel Give

Located in central Christchurch Hotel Give is owned and operated by The Kind Foundation, and is open to a wide range of guests, including family, community and school groups. Hotel Give is a social enterprise that is expected to generate income to support other Kind Foundation programmes and services.

Key Responsibilities

To assist the Housekeeping Leader with the following:

- Providing support and direction to the housekeeping team, to ensure that the needs of customers are met in a flexible way and to a high standard
- To ensure the cleaning and preparation of guest rooms and public areas to the service standard
- Ensuring hygiene, health and safety, and food safety requirements are met, documented and continuously improved.
- Managing linen requirements.
- Reporting any maintenance, repair or replacement issues to the Maintenance Manager and Hotel Management, and following up to ensure issues are rectified.
- The achievement of a high level of customer satisfaction by proactively seeking feedback from customers and building that feedback into service planning and delivery.
- The prompt and effective response to customer enquiries, requests and complaints
- Supervising the housekeeping team to ensure that the team functions effectively and that the team members are motivated, involved in the business, and committed to Y core values.
- Identifying the training needs of staff and on the job training delivered.
- Liaising with reception with regard to daily room status and ensuring the correct and most efficient allocation of rooms.
- The maintenance of all appropriate records and documentation relating to the service.
- Performing housekeeping duties as required.

The Housekeeping Team Leader may be in charge of the housekeeping department in the absence of the Housekeeping Leader/Supervisor.

Key Competencies

- Experience leading a team in a similar role in the accommodation industry
- Ability to communicate with a diverse range of people
- Proven ability to deliver 10/10 customer experience at all times
- Understanding of Health and Safety legislation and requirements
- Ability to work within the principles of the Treaty of Waitangi and The Kind Foundation core values

Personal Attributes

- Collaborative team player
- Positive attitude
- Professional and well presented
- Strong communicator
- Ability to work under pressure and to a deadline
- Lead by example at all times, are a good motivator, inspirational and focused
- Empathy and understanding of The Kind Foundation and its community focus

Other

- Clean police record required
- Legal right to work in New Zealand
- Availability to work specific evening and weekend shifts as negotiated.

The Kind Foundation Statement on Child Protection

The Kind Foundation is committed to providing a Child Safe environment for all children who come into contact with us.

The Kind Foundation Statement on Career Development

- The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to. This could be within the department they work or more broadly to other The Kind Foundation departments.
- Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.
- A leadership development programme for those in leadership roles or with leadership potential is available via application to the CEO, upon invitation.

Employee Signature

Date